

Parkcare Homes (No.2) Limited

Julians House

Inspection report

6 Julians Road
Stevenage
Hertfordshire
SG1 3ES

Tel: 01438751366

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09 March 2021

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Julians House is registered to provide accommodation and personal care for up to seven people. People living at the service had a range of learning disabilities and autism. At the time of our inspection, there were seven people using the service.

People's experience of using this service and what we found

People and staff enjoyed warm and relaxed relationships. Staff clearly understood people's varying needs and people trusted staff to keep them safe.

People lived in a close family environment. Due to COVID-19 restrictions people had not been able to enjoy as much freedom in the community as they had previously. This had resulted in some tensions within the house however, this was recognised by the staff team who worked closely with individuals to help alleviate the tension.

Staff supported people to maintain contact with relatives. For example, we were given an example where a person had been supported to enjoy a birthday party with their extended family by digital means.

The provider had developed information in an easy read format to reassure people about the Personal Protective Equipment (PPE) staff needed to use to help keep everyone safe.

Rating at last inspection

The last rating for this service was Good (Published 04 November 2017)

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about safeguarding and other matters relating to people's safety and wellbeing.

The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Julians

House on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Julians House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about safeguarding and other matters relating to people's safety and wellbeing

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Julian's House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service did not have a manager registered with the Care Quality Commission. This meant that the provider is solely legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with three members of staff including the interim manager, deputy manager and a senior care worker. We reviewed a range of records. These included positive behaviour support plans, training and competency assessments and meeting minutes. A range of records relating to infection prevention and control, including policies and procedures, audits and training competencies were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We received feedback from external professionals.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had received about medication administration and management of risk relating to travelling in vehicles.

We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- Staff had worked with the people living at Julians House for a significant time and had built individual relationships with people. We had received concerns that sometimes the 'playful banter' between people using the service and the staff team was not always appropriate. For example, staff members engaging in 'play fighting' with each other whilst in a person's room. The management team acknowledged that there had been a blurring of personal boundaries. A meeting with the staff team had been arranged for the day of this inspection to remind staff of appropriate behaviours and values in the workplace.

Assessing risk, safety monitoring and management

- CQC had received information about a person who had faced potential risk when out and about with staff in the minibus. At this inspection visit we discussed with the management team how the care service explored and managed risks relating to travelling in vehicles and specifically whilst COVID-19 restrictions are in place. After the inspection the interim manager shared an updated risk assessment that set out clear instructions for staff about how to support people and manage their expectations in the event that venues were temporarily closed to them during the pandemic.

Using medicines safely

- Care services are required to notify the Care Quality Commission (CQC) about any errors in the administration of medication. Prior to this inspection visit we had been advised of two medication errors. At this inspection we found that appropriate changes had been made to the way that staff administered medicines in the home in order to help reduce the risk of errors.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.

- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.